



COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR
KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 437
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TREASURER AND TAX COLLECTOR

September 2, 2008

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The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

DEPARTMENT OF TREASURER AND TAX COLLECTOR:
RECOMMENDATION TO AWARD CONTRACT FOR
TEMPORARY PERSONNEL SERVICES TO
TRUST TEMPORARY SERVICES, INC.
dba HELPMATES STAFFING SERVICES
(ALL DISTRICTS) (3 VOTES)

SUBJECT

The County of Los Angeles (County) Treasurer and Tax Collector (TTC) issued a Request For Proposals (RFP) to solicit proposals for Temporary Personnel Services from qualified temporary employment agencies interested in providing temporary personnel services for intermittent, short-term assignments.

The County is authorized under California Government Code Section 31000.4 to obtain temporary help to assist the County during any peak load, temporary absence, or emergency order. Use of temporary help under Government Code Section 31000.4 is limited to a period not to exceed ninety (90) days for any single peak load, temporary absence, or emergency situation.

TTC has several peak workload periods in various areas of the department including, but not limited to, the bi-annual tax seasons. The busiest tax collection periods of the year are the two-weeks just prior to and immediately following December 10th and April 10th each year.

The proposal submitted by Trust Temporary Services, Inc. dba Helpmates Staffing Services (Helpmates) for these services was evaluated and rated according to their responsiveness to criteria included in the RFP. Based on TTC's evaluation, the TTC is

recommending approval and Contract award to Helpmates to provide temporary personnel services.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Award and instruct the Chair to sign the attached Contract with Helpmates, to provide short-term, intermittent temporary personnel services, commencing upon the date of Board approval, which shall expire on August 31, 2010, with an annual maximum Contract Sum not to exceed \$448,000.
2. Delegate authority to the TTC to execute future amendments to extend the Contract for a maximum of three (3) one-year renewals and six (6) month-to-month extensions at the option of the TTC in accordance with the Term of the Contract.
3. Delegate authority to the TTC to execute future amendments to modify the terms of the Statement of Work that do not materially alter the Contract, and/or to add and/or change certain terms and conditions in the Contract as required by the Board of Supervisors or Chief Executive Officer, provided County Counsel approval is obtained prior to execution of such amendments.
4. Delegate authority to the TTC to approve if necessary, any assignment and delegation of services performed by Helpmates, in order to ensure continuation of temporary personnel service needs to meet TTC's mandated operations provided that County Counsel approval is obtained prior to such assignment.
5. Delegate authority to the TTC if necessary, to execute substantially similar Contract(s), without affecting the maximum Contract Sum, to the next highest ranked proposal identified in this RFP process in order to ensure that unanticipated circumstances or changes in the temporary personnel services workload requirements during the term of the Contract do not jeopardize TTC's mandated operations, provided County Counsel approval is obtained prior to execution.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The recommended Contract will provide temporary personnel to assist TTC in handling several peak workload periods in critical areas of the Department including, but not limited to, the bi-annual tax seasons. The busiest tax collection periods of the year are December 10 and April 10 (first and second installment delinquency dates) and during the two-week period just prior to and immediately following these dates. Due to the enormity of TTC's workload, utilization of a temporary personnel agency is necessary to

assist in processing approximately 2.5 million tax payments received during these peak workload periods.

In addition to the primary peak workload periods described above, TTC may experience seasonal peaks such as, but not limited to, the twice annual, February and August sale of tax defaulted properties and the processing of Property Tax Payment Exceptions, which occurs during January through February and June through July of each year.

Due to seasonal increases in workload, temporary absences or emergency situations, TTC utilizes temporary staff in accordance with Government Code Section 31000.4, as a supplement to services performed by existing personnel for intermittent, as-needed, and short-term assignments in order to expedite tax payment processes and facilitate effective operations.

The current agreement, which is scheduled to expire on October 11, 2008, provides for the use of temporary personnel on an as-needed basis not to exceed ninety (90) days during TTC's peak workload periods, temporary absences, and emergencies. The proposed Contract with Helpmates will provide for continuing temporary personnel services.

The recommended Contract will commence upon your Board's approval.

Implementation of Strategic Plan Goals

The approval of this Contract is consistent with the County's Strategic Plan Goal of Organizational Effectiveness. The recommended Contract provides for ongoing Contractual temporary personnel services, which supports mandated operations of the TTC.

FISCAL IMPACT/FINANCING

The maximum Contract amount for the first year is \$448,000. Funding is available in the departmental budget for Fiscal Year 2008-2009.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Pursuant to Government Code Section 31000.4, the County is authorized to obtain temporary help for a period not to exceed ninety (90) days for any single peak load, temporary absence, or emergency situation. The Contract contains the County's required provisions, including the requirement for the Contractor to notify and assist its employees with the Federal Earned Income Tax Credit application process, the consideration of qualified GAIN/GROW participants for employment openings,

compliance with the Jury Service Program, Safely Surrender Baby Law, and Contractor notification to County when Contract is within six (6) months from expiration of term. The recommended Contract shall commence upon the date of Board approval and shall expire on August 31, 2010, with three (3) one-year and six (6) month-to-month extensions at the option of the TTC in accordance with the Term of the Contract and shall become effective on September 1st of the then current year, for a maximum term of five (5) years and six (6) months. The Contractor is in compliance with all County requirements. Helpmates will not be asked to perform services that exceed the Contract Sum, scope of work, or term of the Contract. The Contract expressly provides that the County has no obligation to pay for expenditures by Helpmates that exceed the maximum Contract sum. Additionally, the Contract contains performance standards, including liquidated damages for substandard and/or non-performance.

The attached Contract with Helpmates has been reviewed by CEO Employee Relations and the Department of Human Resources and has been reviewed and approved as to form by County Counsel. Advance copies of the RFP, proposed Contract and Board letter have been provided to SEIU Local 721.

CONTRACTING PROCESS

TTC released the RFP for Temporary Personnel Services on April 11, 2008. The RFP was released to one hundred and three (103) prospective proposers; twenty-four (24) via U.S. mail and seventy-nine (79) via e-mail. The prospective proposers are listed in Attachment I, which consists of TTC's proposers list, vendors researched from the Internet, and Los Angeles County Website of registered vendors. A notice of the RFP was posted on the TTC Website and the Los Angeles County Bid Website (Attachment II). A Mandatory Proposer's Conference was held Friday, May 9, 2008, with twenty-one (21) firms attending. The proposal submission due date was Thursday, May 22, 2008.

Six (6) firms responded with a proposal by the due date, they are: BBT&T, Helpmates Staffing Services (Helpmates), Kelly Services, Inc. (Kelly), Maxim Healthcare Services, Inc. dba Maxim Staffing Solutions (Maxim), Partners In Diversity, Inc. (Partners), Phoenix Engineering, Inc. (Phoenix). One (1) late proposal was received after the published deadline on May 22, 2008 at 4:28 p.m. from Adecco USA, Inc. (Adecco). The late proposal was returned to the proposer as stated in the RFP.

The proposal submitted by Helpmates met all of the minimum RFP requirements, and was complete, detailed, and responsive to the RFP. Helpmates' proposal was ranked highest overall. The proposal clearly demonstrated that Helpmates has a good understanding of the scope of work to be performed and the complexity of TTC's service requirements. The proposal clearly described the agency's proposed start-up plan, including the number of qualified, fingerprinted and background checked staff in

quantities in excess of those required by TTC. Helpmates has over twenty (20) years experience providing services similar to those being requested by TTC, including Contracts with other County departments. The proposal was evaluated and rated according to their responsiveness to criteria included in the RFP. As required in the RFP, the proposal submitted by Helpmates provided a description of qualifications, their proposed approach to provide services, and a quality control plan.

Minority, Women, Disadvantaged or Disabled Veteran Business Enterprise statistical information for Helpmates is included in Attachment III. Helpmates is not a certified Small Business Enterprise (SBE)/Community Based Enterprise (CBE). The recommendation of Helpmates is made without regard to race, creed or color. There are no provisions for Cost of Living Adjustment (COLA) in the attached Contract. This is not a Proposition A Contract; and therefore, is exempt from the Living Wage Program (County Code Chapter 2.201).

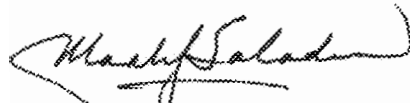
IMPACT ON CURRENT SERVICES

The current Contract for temporary personnel services expires on October 11, 2008. The award of the recommended Contract will provide for an effective continuation of service.

CONCLUSION

Instruct the Executive Officer/Clerk of the Board to return two (2) signed originals of the Contract and one (1) adopted Board letter to TTC.

Respectfully submitted,



MARK J. SALADINO
Treasurer and Tax Collector

MJS:HR:evt

Attachments

c: Chief Executive Office
County Counsel
Auditor-Controller